

Appendix B-2A: Milwaukee Eligibility And Assessment Agency 2011-2012 Secondary Performance Standards

Wisconsin Works (W-2) and Related Programs Contract For the period January 1, 2011 through December 31, 2012

All W-2 Contract Agencies are expected to provide high quality services that result in positive outcomes for the family receiving W-2. The Secondary Performance Standards are mainly comprised of process measures that, if met, should lead to positive outcomes in the Required Performance Standards.

The attached chart shows the secondary Performance Standards for the Milwaukee Eligibility and Assessment Agency (EAA) which will be measured for the period of January 1, 2011, through December 31, 2012. The EAA is located in Milwaukee and provides initial eligibility, assessment and initial placement services.

The Secondary Performance Standards use a rating scale which classifies the EAA performance into the following categories: exceed, satisfactory, needs improvement, and fail. Agencies are expected to meet the benchmarks indicated in the “exceed” and “satisfactory” levels on an annual basis.

Secondary Performance Standards are used as a monitoring tool for Contract Managers.

Performance Standard Time Frames

Performance Standards are measured according to the following time frame:

- Year-to-Date is cumulative beginning in January and ending at the end of the calendar year.

Worker Error Adjustment

The adjustment process is not applicable to the Secondary Performance Standards.

Risk Protection Adjustment

The risk protection adjustment process is not applicable to the Secondary Performance Standards.

Master Scale

The master scale is not applicable in the Secondary Performance Standards. These standards will not be used to determine if an agency is awarded additional points in an agency's 2013 W-2 proposal.

**Appendix B-2A: Milwaukee Eligibility And Assessment Agency
Contract Period 2011-2012 Secondary Performance Standards**

Performance Standard	2011-2012 Performance Measure	Measurement Scale
<p>Informal Assessment</p> <p>Year-to-Date</p>	<p>Informal Assessment measures the percentage of individuals who complete an informal assessment within 30 calendar days of the placement begin date.</p> <p><u>Numerator</u> Total number of W-2 placements for which an informal assessment was completed and documented within 30 calendar days of the placement begin date.</p> <p>Note: Informal Assessment completion is tracked by answering the assessment question on WPED and completing the entire CARES Assessment driver flow, which begins with WPED and ends with WPRU.</p> <p><u>Denominator</u> Total number of W-2 placements beginning during the calendar year for all W-2 participants.</p>	<p><u>Informal:</u> Exceed = 95% or higher</p> <p>Satisfactory = 90% to 94%</p> <p>Needs Improvement = 80% to 89%</p> <p>Fail or Zero Cases = Below 80%</p>
<p>Agency Decision Upheld</p> <p>Year-to-Date</p>	<p>Agency Decision Overturned measures the percentage of EAA assignments to the WEA or SSIA that are challenged and upheld.</p> <p>Regional Office will maintain manual report.</p>	<p>Agency Decision Upheld</p> <p>Exceed = 97% or higher</p> <p>Satisfactory = 91% to 96%</p> <p>Needs Improvement = 87% to 90%</p> <p>Fail or Zero Cases = below 87%</p>